

Franklin County Veterans Service Commission

250 W Broad Street
Columbus, Ohio 43215
Phone: (614) 525-2500
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Dedicated to the Official end of the Iraq War
December 15, 2011

2011 Annual Report

VETERANS SERVICE COMMISSION

Will Davis, Disabled American Veterans Representative President
Larry W. Roberts, MOPH/VVA Representative Vice President
Carl Swisher, American Legion Representative Secretary
Wallace W. Sarto, AMVETS Representative Member
Gary Pfaff, Veterans of Foreign Wars Representative Member

OFFICE STAFF

Douglas Lay Director
John C. Warrix Assistant Director
Angela M. Cline Executive Assistant

Anna M. Henry Administrative Assistant
Catherine L. Radford Administrative Secretary
Sheila E. Quappe Administrative Secretary
Joyce A. Lilly (resigned 7/16/2010) Administrative Specialist
Barry Roberts Fiscal Specialist
Rachel A. Hawkins (first day 10/25/2010) Case Review Officer

Darrel A. Peaks CVSO/Veterans Benefits Specialist
Marva Marshall Veterans Benefits Specialist
Diana M. Burford Veterans Benefits Specialist
Ann Krogman Miller Veterans Benefits Specialist
J. Ron Reidenbaugh CVSO/Veterans Benefits Specialist
Angel M. Guillereault Veterans Benefits Specialist
Doreen M Lafferty Veterans Benefits Specialist
Matthew Wyman Veterans Benefits Specialist
Robert Taylor Veterans Benefits Specialist
John Bolen (resigned 10/29/2010) Veterans Benefits Specialist

VETERAN SERVICE COMMISSION

Office Activity by Officers

Office Activity counts between 1/1/2011 to 12/31/2011

Activity Name	Direction	Count
E-Mail	In	31,160
	Out	14,145
	SubTotal:	45,305
Fax	In	3,106
	Out	3,198
	SubTotal:	6,304
Mail	In	3,562
	Out	4,668
	SubTotal:	8,230
Phone	In	30,234
	Out	11,130
	SubTotal:	41,364

Overall Total 101,203



VETERAN SERVICE COMMISSION

Applications Taken By Era

Count of Applicants Requesting Service from 1/1/2011 to 12/31/2011

	Appeal to Commission	Denied	4
		Approved	12
		Partial	3
	Appeal to Supervisor	Approved	2
	New	Approved	137
		Withdrawn	1
	Renewal	Approved	255
		Total:	414
GL	Appeal to Commission	Denied	3
		Partial	2
		Approved	1
	Appeal to Supervisor	Approved	1
	Renewal	Approved	25
		Total:	32
GL E	Renewal	Approved	13
		Total:	13
GL EW	Renewal	Approved	1
		Total:	1
IRAQ	Appeal to Commission	Approved	28
		Denied	12
		Partial	4
	Appeal to Supervisor	Approved	12
		Partial	1
	New	Approved	14
		Withdrawn	1
	Renewal	Approved	59
		Total:	131

IRAQ E	Appeal to Commission	Approved	15	
		Denied	11	
		Partial	2	
	Appeal to Supervisor	Approved	3	
		New	8	
		Renewal	41	
	Total:		80	
IRAQ W	Appeal to Commission	Denied	1	
	New	Approved	1	
	Total:		2	
KW	Appeal to Commission	Approved	12	
		Denied	5	
		Partial	3	
	Appeal to Supervisor	Approved	5	
		New	Approved	13
		Renewal	Approved	92
	Total:		131	
KW E	Appeal to Commission	Approved	8	
		Denied	8	
		Partial	2	
	Appeal to Supervisor	Approved	5	
		New	Approved	6
		Renewal	Approved	79
	Total:		109	
OIF/OEF	Appeal to Commission	Partial	2	
		Approved	4	
		Denied	3	
	Appeal to Supervisor	Approved	5	
		New	Approved	11
		Renewal	Approved	15
Total:		40		

PEACETIME	<i>Appeal to Commission</i>	Approved	22
		Denied	20
		Partial	7
	<i>Appeal to Supervisor</i>	Approved	6
	<i>New</i>	Approved	27
	<i>Renewal</i>	Approved	104
		Total:	186
PG	<i>Appeal to Commission</i>	Approved	39
		Denied	30
		Partial	15
	<i>Appeal to Supervisor</i>	Approved	17
	<i>New</i>	Approved	17
	<i>Renewal</i>	Approved	188
		Withdrawn	1
		Total:	307
PG E	<i>Appeal to Commission</i>	Approved	108
		Denied	77
		Partial	35
	<i>Appeal to Supervisor</i>	Approved	38
		Partial	3
		Denied	1
	<i>New</i>	Approved	39
		Withdrawn	2
	<i>Renewal</i>	Approved	371
		Partial	1
		Total:	675
PG W	<i>Appeal to Commission</i>	Denied	2
		Approved	1
	<i>Appeal to Supervisor</i>	Approved	2
	<i>New</i>	Approved	3
	<i>Renewal</i>	Approved	5
		Total:	13

PT	Appeal to Commission	Denied	158	
		Approved	239	
		Partial	60	
		Appeal	2	
	Appeal to Supervisor	Approved	75	
		Partial	3	
	New	Approved	66	
		Partial	1	
	Renewal	Approved	1330	
		Withdrawn	3	
Partial		1		
Total:		1938		
VN	Appeal to Commission	Denied	47	
		Approved	65	
		Partial	12	
		Appeal	1	
	Appeal to Supervisor	Approved	17	
		New	Approved	34
	Renewal	Approved	436	
		Withdrawn	1	
		Total:		613
	VN E	Appeal to Commission	Denied	98
			Approved	112
Appeal			1	
Partial			34	
Appeal to Supervisor		Approved	35	
		New	Withdrawn	1
Renewal		Approved	64	
		Approved	1105	
		Withdrawn	3	
		Partial	2	
		Denied	1	
	Total:		1456	
VN W	New	Approved	1	
	Renewal	Approved	1	
	Total:		2	

WW II	Appeal to Commission	Denied	6	
		Approved	10	
		Partial	1	
	Appeal to Supervisor	Approved	4	
		New	Approved	13
		Renewal	Approved	102
		Withdrawn	1	
		Partial	1	
Total:			138	
WW II E	New	Approved	1	
	Renewal	Approved	1	
	Total:			2
WWI	Renewal	Approved	1	
		Total:		
WWII W	Appeal to Commission	Approved	1	
	Appeal to Supervisor	Approved	1	
	Renewal	Approved	7	
	Total:			9



VETERAN SERVICE COMMISSION

Weekly Averages

From 1/1/2011 to 12/31/2011 , 52 weeks

Description	Total Amount	% of Total Approved	Average Per Week
		Amounts	
Available Budget	\$0.00	0.00%	\$0.00
cable bill	\$0.00	0.00%	\$0.00
Car Ins	\$0.00	0.00%	\$0.00
car pmt	\$0.00	0.00%	\$0.00
car repair	\$54,793.37	2.57%	\$1,053.72
cell phone	\$0.00	0.00%	\$0.00
Child Support	\$0.00	0.00%	\$0.00
Clothing	\$0.00	0.00%	\$0.00
Cota Ticket	\$0.00	0.00%	\$0.00
Credit Card	\$0.00	0.00%	\$0.00
Dental Fees	\$366,111.52	17.19%	\$7,040.61
Doctor Fees	\$300.00	0.01%	\$5.77
eating out	\$0.00	0.00%	\$0.00
Electric	\$89,152.43	4.19%	\$1,714.47
Electric-Deposit	\$2,325.00	0.11%	\$44.71
Electric-Late Charges	\$0.00	0.00%	\$0.00
Electric-Past Due	\$42,286.39	1.99%	\$813.20
Electric-Reconnect	\$4,294.87	0.20%	\$82.59
Entertainment	\$0.00	0.00%	\$0.00
Eye Exam/Glasses	\$6,280.41	0.29%	\$120.78
Food Voucher	\$478,750.00	22.48%	\$9,206.73
Food Vouchers Pending	\$0.00	0.00%	\$0.00
Fuel Oil	\$2,275.35	0.11%	\$43.76
Gas	\$39,632.11	1.86%	\$762.16
gas for the car	\$0.00	0.00%	\$0.00
gas for the home	\$0.00	0.00%	\$0.00
Gas-Deposit	\$568.92	0.03%	\$10.94
Gas-Late Charges	\$175.00	0.01%	\$3.37
Gas-Past Due	\$15,860.02	0.74%	\$305.00
Gas-Reconnect	\$4,404.40	0.21%	\$84.70
Gasoline Voucher	\$0.00	0.00%	\$0.00
Groceries, etc.	\$0.00	0.00%	\$0.00
Haircut Voucher	\$0.00	0.00%	\$0.00
Long Distance	\$0.00	0.00%	\$0.00
Lot Rent	\$485.00	0.02%	\$9.33
Manual Voucher	\$0.00	0.00%	\$0.00

Medications	\$0.00	0.00%	\$0.00
Meijer Voucher	\$21,560.00	1.01%	\$414.62
Meijer Vouchers Pending	\$0.00	0.00%	\$0.00
Monthly Bus Ticket	\$0.00	0.00%	\$0.00
Mortgage	\$74,366.58	3.49%	\$1,430.13
Mortgage Condo Fee	\$0.00	0.00%	\$0.00
Mortgage It cgs	\$335.18	0.02%	\$6.45
Mortgage Past Due	\$59,986.20	2.82%	\$1,153.58
Not Applicable	\$0.00	0.00%	\$0.00
Other Household Expenses	\$5,428.50	0.25%	\$104.39
Past Due Lot Rent	\$388.89	0.02%	\$7.48
Police Check	\$0.00	0.00%	\$0.00
Propane	\$0.00	0.00%	\$0.00
Property Taxes	\$0.00	0.00%	\$0.00
Real Estate Taxes	\$0.00	0.00%	\$0.00
Rent	\$443,191.22	20.81%	\$8,522.91
Rent 1/3rd Request	\$1,688.33	0.08%	\$32.47
Rent 1/4th Request	\$0.00	0.00%	\$0.00
Rent Condo Fee	\$0.00	0.00%	\$0.00
Rent Half Request	\$14,536.49	0.68%	\$279.55
Rent Late Charges	\$7,799.75	0.37%	\$150.00
Rent Past Due	\$265,161.75	12.45%	\$5,099.26
Rent-Deposit	\$64,284.13	3.02%	\$1,236.23
Second Mortgage	\$0.00	0.00%	\$0.00
Storage Fee	\$152.81	0.01%	\$2.94
Telephone	\$771.01	0.04%	\$14.83
Transportation	\$0.00	0.00%	\$0.00
Trash	\$0.00	0.00%	\$0.00
Water	\$35,985.80	1.69%	\$692.03
Water-Late Charges	\$0.00	0.00%	\$0.00
Water-Past Due	\$17,186.26	0.81%	\$330.51
Water-Reconnect	\$1,075.51	0.05%	\$20.68
YMCA	\$8,200.00	0.38%	\$157.69
YMCA-BackRent	\$165.60	0.01%	\$3.18
YMCA-Deposit	\$20.00	0.00%	\$0.38
Totals:	\$2,129,978.80		\$40,961.13

Weeks Remaining:	Weekly Average	Required Funds
0	\$40,961.13	\$0.00

Average Award		
Total Applications Taken	6293	
Total Approved Applications	5787	\$368.06

VETERAN SERVICE COMMISSION

Performance Summary

Performance summary between 1/1/2011 to 12/31/2011

Name	Count
Total Veterans Entering Office	27337
Veterans Filing Financial Claims	6293
Veterans Receiving Financial Claims	5787
Veterans Requesting Food Vouchers	4481
Veterans Receiving Food Vouchers	4190
Veterans Requesting Help with Rent	1370
Veterans Receiving Help with Rent	1115
Veterans Requesting Help with Mortgage	174
Veterans Receiving Help with Mortgage	121
Veterans Requesting Help with Utilities	739
Veterans Receiving Help with Utilites	606
Veterans Requesting Help with Medical	954
Veterans Receiving Help with Medical	948
Veterans Requesting Help with Household Items	16
Veterans Receiving Help with Household Items	11
Veterans Receiving Bus Tickets	437
Veterans Receiving Gas Vouchers	479
Veterans Receiving Meijer Vouchers	160



VETERAN SERVICE COMMISSION

Services Rendered

Appointment counts between 1/1/2011 to 12/31/2011

Totals for All Employees

Service (Forms)	10-10EZ	41
	21-22	457
	21-4138	1177
	21-4138*	164
	21-4142	143
	21-526 (comp)	27
	21-526-CompensationPension	9
	21-526EZ	10
	21-534	49
	21-534 DIC	6
	21-534 Pension	22
	21-8940	31
	9	19
	SF 180	314
	SF-180	240
	21-526B-ARE	26
	10-10 VAOPC	45
	10-10EZR	5
	21-0518-1	3
	21-0781	46
	21-526-Compensation	187
	21-526-Pension	38
	21-527	9
	21-686c	34
	29-4364 RH Insurance	3
	DD-215	4
	VA Benefit Search	41
	20-572	15
	40-0247	1
	NA 13075 NPRC Questionnaire	1
	SF-15 Vets Preference	2
	VA5655	17
	Direct Deposit VA form	5
	VA Expedite Form	12
	10-10D	9
	10-8678 Clothing Allowance	6
	21-0516-1	16

21-530	13
22-1990	2
22-5490	3
26-1817 XC Home Loan	2
26-1880	7
28-1900	5
40-1330	3
DD-2860 (CRSC)	5
DD-2680 (CRSC)	3
10-7959-C DIC For Life	3
21-8416	10
21-4502	1

Service (Interviews)

Aportionment	21
Burial Claim/Funeral Home	385
Claim Developement	1968
Compensation	1098
Compensation Granted	139
Compensation Status	186
DD-214/Pick-up	132
DIC	183
DIC Granted	15
Discharge Certificate Request	12
Education	121
Homeless Veteran	14
Income Verification	204
Miscellaneous	1384
NPRC Request Status	21
NSC Pension	253
NSC Pension Granted	38
NSC Pension Status	25
ODVS DD-214 Request	185
Ohio Bonus	108
OVERPAYMENT/DEBT	50
PERS/SMR REQUEST NPRC	101
Recorded DD-214	281
Request Award Ltr	6
Survivors Benefits	112
Suvivors Pension	159
VA Appeal	116
Drop-off for VA Claims	10
Informal Claim By	128
Notary Services	15

Birth Records	25
Clinical Appeals	8
Death Records	8
Discharge Upgrade	40
Formal Claim By Phone	4
Home Loans	42
Letters Mailed	553
Letters Recieved	431
Medical Release of information	3
Notice of Disagreement	26
Pres. Memorial Certificate	31
Referred to the VBA	1
Service Medals Request	15
Services (interviews)	12
Taxi Assistance	18
VA Homeless Vet Program	10
VA life insurance	5
VSC Release of Info	3
Widows Pension Granted	15
Indigent Burial	96
Referred to Job Services	3
Referred To Vet Center	4
Auth. Greyhound Pass	4
21-674	10
Letter of Service	68
Medical Care	1
Referred to Financial Asst.	1

2011 SAFE HOUSING PROGRAM

This program provides home modifications and repairs, along with Emergency Response Systems for eligible veterans so they may live in their homes free of barriers and unsafe conditions.

Safe Housing	\$3,265.00
ERS	\$4,032.02

Safe Housing	\$2,885.00
ERS	\$5,082.56

Smoke detectors	\$23,100.00
Safe Housing	\$21,861.06
ERS	\$7,739.73

TOTAL	\$67,965.37
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VETERANS SERVICE MEALS ON WHEELS 2011 REPORT

<i>MONTH</i>	<i>TOTAL MEALS</i>	<i>COST</i>	<i>TOTAL CLIENTS</i>
<i>JANUARY</i>	914	\$6,507.68	20
<i>FEBRUARY</i>	863	\$6,144.56	20
<i>MARCH</i>	1024	\$7,290.88	21
<i>APRIL</i>	852	\$6,066.24	20
<i>MAY</i>	888	\$6,322.56	19
<i>JUNE</i>	780	\$5,553.60	17
<i>JULY</i>	709	\$5,048.08	16
<i>AUGUST</i>	780	\$5,553.60	15
<i>SEPTEMBER</i>	735	\$5,233.20	15
<i>OCTOBER</i>	791	\$5,631.92	17
<i>NOVEMBER</i>	1146	\$8,159.52	27

Total Meals Served	Total Cost
9,482	\$67,511.84

2011 TRANSPORTATION PROGRAM

This program provides transportation to/from medical appointments for veterans and their spouses who have no other way of getting to their appointments.

This report is measured in units (ex: 1 unit = 1 mile)

	ACME	BOBCAT	TOTAL MONTHLY
January	3,345.7	2,478.8	5,824.5
February	3,352.7	2,426.4	5,779.1
March	3,810.4	2,494.9	6,305.3
April	2,500.5	1,986.5	4,487.0
May	2,534.4	2,084.4	4,618.8
June	2,589.1	2,377.1	4,966.2
July	2,477.9	2,617.8	5,095.7
August	2,821.10	2,861.9	5,683.0
September	2,823.1	2,876.4	5,699.5
October	3,008.40	2,625.8	5,634.2
November	3,109.0	2,635.8	5,744.8
December	3,576.8	2,264.9	5,841.7
			COMBINED TOTAL
TOTAL			65,679.8
PER COMPANY	35,949.1	29,730.7	

COUNTY ACTIVITY REPORT 2011
FRANKLIN COUNTY VETERANS SERVICE COMMISSION

Financial Report Prepared By (Name and Title): John Warrix, Assistant Director and Anna Henry, Administrative Assistant

Direct Phone# 525-2589

GENERAL BUDGET INFORMATION

- | | |
|---|---------------|
| 1. Total Commission's Budget Requested: | \$ 5,372,384 |
| 2. Total Budget Appropriation: | \$ 4,921,758 |
| 3. Total Budget Spent: | \$ 4,528,277 |
| 4. Total Value of .5 mills: | \$ 14,700,042 |

DIRECT FINANCIAL ASSISTANCE

- | | |
|---|--------------|
| 1. Financial Assistance Budget Requested: | \$ 2,429,670 |
| 2. Financial Assistance Appropriation: | \$ 2,363,455 |
| 3. Financial Assistance Expenditures: | \$ 2,196,955 |
| 4. (a) Total Assisted: 5592 + (b) Total Denied: 701 + (c) Total Incomplete: 0 =
(d) Total Applicants: 6293 | |
| 5. Total Unique (Non-Repeating) Veterans Assisted: 2905 | |

OTHER FINANCIAL EXPENDITURES

- | | |
|--|------------|
| 1. Amount paid out by County to help in defraying the expenses of Memorial Day (307.66 ORC) | \$ 13,771 |
| 2. Total amount paid out by County for veteran's burials and funerals (5901.16 to 5901.26) | \$ 107,015 |
| 3. Total amount paid out by County for the setting of government markers/headstones | \$ 56,277 |
| 4. Total amount paid out by County for flags and their holders | \$ 32,811 |
| 5. Total cost of transporting veterans for medical services | \$ 222,582 |
| 6. Total veterans transported to DVA Medical Facilities. 6,418 | |
| 7. How does your county transport veterans for medical appointments? (Check All That Apply) | |
| X POV/Gas Reimbursement <input type="checkbox"/> Volunteers X Public Transport <input type="checkbox"/> Commission Van <input type="checkbox"/> DAV Vans | |
| 8. Does your County transport wheel chair bound vets with the above resources? | Yes |
| 9. Does your County transport wheel chair bound vets using outside sources? | Yes |
| 10. Does your County routinely advise the VA Travel Office of which veterans you transport? No | |

11. Training Expenses for Veterans Service Commissioner's for year ?	\$ 603.63
12. Training expenses for office staff not included above:	\$ 8, 231,08
13. Dollar amount expended on veterans' OUTREACH?	\$ 83,037

INFORMATION TECHNOLOGY

1. Do you have Internet access? www.franklincountyohio.gov/vets Yes
 2. County Veteran Service Office's Web Address: Yes
 3. Do you have access to the Department of Veterans Affairs' computer system? Yes
 4. If you answered "Yes" to the previous question, do you use it? If "No," why not? NA
 5. What version of Microsoft Operating System do you have? Windows XP
 6. What Software do you use to file veterans' claims? eVetAssist
 7. Do you handwrite the claims you submit? On some home visits this may be necessary because we can't connect to the internet using Wi-Fi.
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